

Control Program

The Control Program lets you view the status of the current print job, including:

- the name of the current print job
- elapsed time of the print job
- how many pages have been printed
- any error messages

You can also cancel or resume the print job, and view the ink levels remaining in the currently installed print cartridges.

The Control Program has four tabs:

- ▶ [Status tab](#)
- ▶ [Cartridge tab](#)
- ▶ [Options tab](#)
- ▶ [About tab](#)

For more information about your Control Program settings, see:

- ▶ [Troubleshooting](#)
- ▶ [How to...](#)
- ▶ [Trademarks](#)

Control Program

Status tab

The Status tab contains the following items:

Cancel Print button

Use the Cancel button to stop the current print job from printing and to remove it from the queue.

Job Progress

Shows the percentage of the print job that has been completed.

The bottom section displays:

- ▶ any [error messages](#)
- ▶ the **Name** of the print job
- ▶ the print job's elapsed print **Time**
- ▶ the current **Page** being printed
- ▶ the **Port** the printer is connected to

Control Program

Status tab

Error Messages

If an error message appears on the status tab, printing stops until the error is corrected. Make sure:

- ▶ The printer is plugged in.
- ▶ The parallel or USB cable is properly connected to the computer and printer.
- ▶ Paper is loaded in the printer correctly.
- ▶ Print cartridges are installed correctly.
- ▶ You have installed a valid cartridge combination.

If these suggestions do not solve the problem, your printer may need service. If your printer needs service, refer to your printer registration card for the appropriate telephone number for your country.

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- Status tab
- Error Messages

Cartridge Combinations

The following are good print cartridge combinations:






- ▶ **black** cartridge + **color** cartridge
- ▶ **photo** cartridge + **color** cartridge

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Cartridge tab

The Cartridge tab lets you change print cartridges, align print cartridges, clean print nozzles, and print a test page.

To begin any of the cartridge functions, click the appropriate button:

-  [Change Cartridges](#)
-  [Align Cartridges](#)
-  [Clean Print Nozzles](#)
-  [Print Test Page](#)
-  [Order Supplies on the Web](#)

Control Program

Cartridge tab

Change Cartridges

Click Change Cartridges to install or replace an old print cartridge.

Follow the instructions on your screen to install the following cartridges:

<u>Cartridge Types</u>	<u>Part Number</u>
Black	17G0050
Color	17G0060
Photo	12A1990

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Cartridge tab

Align Cartridges

Click Align Cartridges to align the printheads. This procedure brings the printheads into vertical, horizontal, and bidirectional alignment.

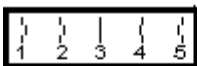
Align the printheads after installing a new print cartridge or if the black portions of graphics do not align with the color portions.

To align the printheads:

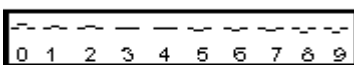
- 1 From the Start menu, select Programs.
- 2 Click the printer icon for your Lexmark Color Jetprinter.
- 3 Click the Control Program.
- 4 Click the Cartridges tab.
- 5 From the Cartridges tab, click the Align Cartridges button.

The Align Cartridge dialog box appears on your screen. Depending on the cartridge combination you have installed in your printer, a test page with one or more alignment patterns similar to the ones shown below are printed. Each pattern has a number under it.

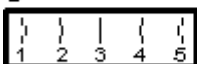
A



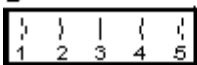
B



C



D



- 6 From each alignment group on the test page, locate the number under the alignment pattern that comes closest to forming a perfectly straight line.
- 7 In the Align Cartridges dialog box, enter the number as the appropriate alignment setting.
- 8 Repeat steps 5 and 6 for each alignment pattern group on the test page.
- 9 After you have entered a number for all four patterns, click OK.
- 10 Repeat steps 4-8 until the patterns print to your satisfaction.

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- ▶ Cartridge tab

Clean Print Nozzles

Click Clean Print Nozzles to start the print cartridge nozzle test and to clean the print nozzles. Use this procedure when:

- ▶ Dark areas on a transparency or photo contain white streaks
- ▶ Portions of characters are missing
- ▶ Print is too dark or smudged
- ▶ Print smears

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- ▶ Cartridge tab

Print Test Page

Click Print Test Page to verify the printer is functioning correctly.

- ▶ Control Program
- ▶ Cartridge tab

Order Supplies on the Web

Click the Order Supplies on the Web button to order supplies from Lexmark's World Wide Web site.

You may also order Lexmark supplies by either contacting your point of purchase or any Lexmark Authorized Supplies Dealer.

► Control Program

Options tab

The Options tab contains the following commands:

Command	Function
Run Minimized	Tells the Control Program to open as a minimized icon.
Sound Effects	Turns on the sound effects that accompany printer software messages.
Always on Top	Keeps the Control Program on top of all other windows.
Close Status at End of Job	Closes the Control Program dialog box after the print job has finished printing.
Enable Bidirectiona l Support	Allows error messages to appear when your printer has Bidirectional Communications problems.
Automatic Help for printer problem	Allows help to appear automatically when there is an error or problem.
Disable Printer Shortcut	Removes the printer icon from the task bar.

► Control Program

About tab

Click the About tab for the printer software version number and copyright information.

If you need help with the printer driver, please note the version number on this tab before you call Lexmark Customer Support.

▶ Control Program

Trademarks

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This section displays alert messages when the Control Program detects a problem.

This section displays any error messages, the name of the print job, the print job's elapsed print time, the current page being printed, and the port the printer is connected to.

This indicator bar shows the percentage of the print job that has been completed.

Click this button to stop the current print job from printing and to remove it from the queue.

The ink cartridge images show the amount of ink remaining in each cartridge.

Select this option to tell the Control Program to open as a button on the taskbar.

Select this option to turn on the sound effects that accompany printer software messages.

Select this option to keep the Control Program on top of all other windows.

Select this option to close the Control Program dialog box after the print job has finished printing.

Deselect this option to prevent an error message from appearing when your printer has bidirectional communications problems.

Select this option to display automatic Help for printer problems.

Select this option to remove the printer icon that appears in the task bar.

Click this button if you are getting ready to install or change a print cartridge.

Click this button to align the printheads. This procedure brings the printheads into vertical, horizontal, and bidirectional alignment.

Click this button to start the print cartridge nozzle test and to clean the print nozzles.

Click this button to print a test page.

Click this button to order supplies from Lexmark's World Wide Web site.

▶ **Control Program**

Troubleshooting



[Bidirectional Communications Problems](#)



[Error Messages](#)



[General Printing Problems](#)



[Printer Software Problems](#)

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Bidirectional Communications Problems

These events indicate bidirectional communications problems:

- ▶ A message displays on your computer screen indicating your printer cannot establish bidirectional communications with your computer.
- ▶ Print cartridge ink level indicators on the Status or Cartridge tabs of the printer's Control Program are shaded.
- ▶ Printer paper feeding error messages (such as Paper Out) and job progress information do not display on your computer screen.

Before proceeding, verify:

- ▶ Your printer is turned on when you start Windows.
- ▶ The parallel or USB cable is securely attached to both the printer and the computer.
- ▶ Your printer port is set to an LPTn port for a parallel cable, or to a USB port for a USB cable.
- ▶ You are using a parallel cable that is IEEE-1284 compatible that supports bidirectional communications (Lexmark P/N 1329605).
- ▶ If you have a switch box or other device connected to the computer's parallel port, make sure it supports bidirectional communication. You may need to disconnect your printer from the switch box or other device and connect it directly to your computer.
- ▶ Bidirectional communications is NOT disabled in the Lexmark Z32 Color Jetprinter printer software.
 - 1 From the printer's Control Program, click the Options tab.
 - 2 Make sure Enable Bidirectional Communications is checked.

If you checked all of the items above, and still experience bidirectional communications problems, see [Solving Bidirectional Communications Problems](#)

- ▶ Troubleshooting
- ▶ Bidirectional Communications Problems

Solving Bidirectional Communications Problems

Bidirectional communications problems have two primary causes:

- ▶ You are using the wrong parallel cable.
- ▶ Your computer system is not configured for bidirectional communications.

Replacing the Parallel Cable

You must use an IEEE 1284-compliant parallel cable that supports bidirectional printing. Verify your printer cable meets these specifications.

Computer Configuration Problems

If you have the correct parallel cable, and bidirectional communications problems persist, you may have a computer configuration problem. The three configuration problems usually preventing or disrupting bidirectional communications are:

- ▶ Your computer does not support bidirectional communications.
- ▶ The parallel port on your computer is not configured for bidirectional communications.
- ▶ The IRQ (Interrupt Request) assigned to your printer is also assigned to another hardware device, such as a scanner or sound card. This situation is commonly called a "hardware configuration conflict."

Contact your computer manufacturer, or see the documentation that came with your computer to determine if your computer supports bidirectional communications.

With bidirectional communications problems you can use your printer, but the printer software will not function to its fullest capability. You can change printer settings, send print jobs to the printer, and change and align print cartridges. However, printer status and ink level information will not display on your computer screen.

On most computer systems, the parallel port configuration and IRQ assignments are changed from the computer's Configuration or Setup Utility. Check the documentation that came with your computer for information on the Configuration or Setup Utility.

Important: If you are not familiar with configuring parallel ports or changing IRQ assignments, do not change these settings in the Setup or Configuration Utility. Contact your computer manufacturer or an experienced computer professional for assistance. Incorrect changes to your computer's configuration can cause serious problems.

Disabling Bidirectional Communications

If you cannot solve the bidirectional communication problem immediately, you can disable bidirectional communications. This does not solve the bidirectional communications problem but allows you to print jobs without an error message appearing. See [How to prevent bidirectional communications error messages from appearing](#) for instructions.

▶ **Control Program**

▶ **Troubleshooting**

▶ **Error Messages**



Ink Low message appears



Out of Memory message appears



Out of Paper message appears



Paper Jam message appears



Printhead Failure message appears

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Ink Low message appears

Your print cartridge is running out of ink. You need to purchase a new print cartridge.
For information about ordering a new print cartridge online:

- 1 From the Start menu, select Programs.
- 2 Select the Lexmark Z32 Series icon.
- 3 Click on the Lexmark Z32 Control Program.
- 4 From the Control Program, click the Cartridge Tab.
- 5 Click on the Order Supplies on the Web button.

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- ▶ Error messages

Out of Memory message appears

- ▶ Before sending a file to print, close all other open files in the application you are using. The printer prints a blank page when too many files are open in the same application.
- ▶ Consider purchasing more memory for your computer.

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Out of Paper message appears

If an Out of Paper message appears, follow the steps below to continue printing:

- 1 Load paper. For help, see your online User's Guide.
- 2 Press the Paper Feed button.

Your printer software will not function properly unless you use an IEEE 1284-compliant parallel cable with your printer.

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Paper Jam message appears

Try removing the paper from the sheet feeder. If the paper is lodged too far into the printer and can't be removed:

- 1 Press the Power button to turn the printer Off.
- 2 Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far into the printer, raise the front cover and pull the paper out.
- 3 Close the front cover.
- 4 Press the Power button to turn the printer On.
- 5 Resend your document to print.

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 - ▶ Error messages

Printhead Failure message appears

Any of these problems can cause the Printhead Failure message to appear:

- ▶ The print nozzles on the print cartridge are dirty
- ▶ There is a problem with the Color print cartridge
- ▶ There is a problem with the Black print cartridge
- ▶ There is a problem with the Photo print cartridge

To begin troubleshooting the problem, wipe the print cartridge nozzles and contacts of both print cartridges.

- 1 Remove both print cartridges from the printer. For help, see your online User's Guide.
- 2 Clean the print cartridge contacts on both print cartridges. For help, see your online Users Guide.
- 3 Wipe the print nozzles on both print cartridges. For help, see your online User's Guide.
- 4 Reinstall both print cartridges in the printer.
- 5 Print a Test Page.
 - a From the Printers folder, right-click the printer icon for your Lexmark Color Jetprinter.
 - b Choose Properties from the sidebar menu.
 - c From the General tab, click Print Test Page.

6 Did the message reappear?

YES

There may be a problem with one of the print cartridges. Click here to [continue the troubleshooting procedure.](#)

NO

You have solved the problem.

Printhead failure troubleshooting procedure

Perform this procedure if the Printhead Failure message persists after you have cleaned the print cartridge contacts and wiped the print cartridge print nozzles.

- 1 Remove the Black or Photo print cartridge from the printer. For help, see your online User's Guide.
- 2 Print a test page.
 - a From the Printers folder, right-click the printer icon for your Lexmark Color Jetprinter.
 - b Choose Properties from the sidebar menu.
 - c From the General tab, click Print Test Page.

3 Did the message reappear?

YES

Go to step 4.

NO

The problem is with the Black or Photo print cartridge.

Do not go to step 4. Click here to

[continue the troubleshooting procedure.](#)

- 4 Reinstall the Black or Photo print cartridge. For help, see your online User's Guide.
- 5 Remove the Color print cartridge.
- 6 Print a test page.
- 7 **Did the message reappear?**

YES	NO
Contact the Customer Support Center. Refer to your User's Guide for contact information.	The problem is with the Color print cartridge. Click here to continue the troubleshooting procedure.

Printhead failure troubleshooting procedure - Replacing the print cartridge

- 1 Replace the print cartridge that has the problem with a new print cartridge. For help, see your online User's Guide.
- 2 Print a test page.
- 3 **Did the message reappear?**

YES	NO
Contact the Customer Support Center. Refer to your User's Guide for contact information.	You have solved the problem.

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▶ **Troubleshooting**

▶ **General Printing Problems**

▶ [Old document prints with different fonts](#)

▶ [Test page does not print](#)

- ▶ Control Program
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- ▶ General printing problems

Old document prints with different fonts

When you print a document formatted for a different printer, Windows may substitute different fonts. Line breaks and page breaks may change also. Use the software application that created the document to fix these problems, then save your changes for the next time you print.

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- ▶ Troubleshooting
- ▶ General printing problems

Test page does not print

Try the following if the test page does not print. Make sure:

- ▶ The parallel cable is properly connected to the computer and printer. For help, refer to the printer's Quick Setup sheet.
- ▶ Paper is loaded in the printer correctly. For help, see your online User's Guide.
- ▶ Print cartridges are installed correctly. For help, see your online User's Guide.

If these suggestions do not solve the problem, your printer may need service. Refer to your printer registration card or warranty/service information for the appropriate telephone number for your country.

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 - ▶ Troubleshooting
- ▶ **Printer Software Problems**
- ▶ Printer software settings are not in effect

- ▶ Control Program
- ▶ Troubleshooting
- ▶ Printer software problems



Printer software settings are not in effect

If the printer settings you choose in the printer software are not in effect, check the settings in the software application you are using.

Printer settings in your application may override settings in the printer software. Make all printer setting changes in your application if possible. Use the printer driver to change a setting only if your application does not have that setting.

▶ **Control Program**

How to...

- ▶  [Control the printer software](#)
- ▶  [Manage print jobs](#)
- ▶ [Test the printer](#)

▶ **Control Program**

▶ **How to...**

▶ **How to control the printer software**

These topics explain how to:

- ▶ [Change how the Control Program displays](#)
- ▶ [Check version number of printer driver](#)
- ▶ [Enable sound effects](#)

Change how the Control Program displays

- 1 From the Start menu, select Programs.
- 2 Select the printer icon for your Lexmark Color Jetprinter.
- 3 Select the Control Program.
- 4 Click the Options tab.
- 5 From the Options tab, change settings as wanted.

Check version number of printer driver

- 1 From the Start menu, select Programs.
- 2 Select the printer icon for your Lexmark Color Jetprinter.
- 3 Click the Control Program.
- 4 Click the About tab.

Enable sound effects

Enabling sound effects allows your computer to audibly tell you when a print job is complete, when an error has occurred, or the printer is out of paper. To enable sound effects:

- 1 From the Start menu, select Programs.
- 2 Click the printer icon for your Lexmark Color Jetprinter.
- 3 Click the Control Program.
- 4 Click the Options tab.
- 5 From the Options tab, select the Sound Effects option.

Note: You need to have a sound card installed on your computer in order to hear the sound effects.

▶ Control Program

▶ How to...

▶ **How to manage print jobs**

These topics explain how to:

▶ [Cancel print jobs](#)

▶ [Pause and Resume print jobs](#)

Cancel print jobs

There are two procedures for canceling a print job.

Procedure 1

- 1 From the Start menu, select Programs.
- 2 Click the printer icon for your Lexmark Color Jetprinter.
- 3 Click the Control Program.
- 4 Click the Status tab.
- 5 From the Status tab, click the Cancel Print button

Procedure 2

- 1 From the Printers folder, double-click the printer icon for your Lexmark Color Jetprinter.
- 2 Select the job you want to cancel from the list that appears.
- 3 From the Document menu, select Cancel.

Pause and Resume print jobs

- 1 From the Printers folder, double-click the printer icon for your Lexmark Color Jetprinter.
- 2 From the Document menu, select Pause. To resume printing, select Resume.

Test the printer

Print a test page to verify that the printer is functioning properly.

To print a test page:

- 1 From the Start menu, select Programs.
- 2 From the Programs menu, click Lexmark Z32 or Z22/32.
- 3 Click the Control Program icon for your Lexmark Color Jetprinter.
- 4 Click the Cartridges tab.
- 5 Click the Print Test Page button.
- 6 If the test page does not print, see [Test page does not print.](#)

Prevent bidirectional communications error messages from appearing

Bidirectional communications problems cause an error message to appear each time you send a job to print. To prevent this error message from appearing, disable bidirectional communications.

To disable bidirectional communications:

- 1 From the Start menu, select Programs.
- 2 From the Programs menu, click Lexmark Z32.
- 3 Click the Control Program icon for your Lexmark Color Jetprinter.
- 4 Click the Options tab.
- 5 Make sure Enable Bidirectional Communications is not checked.

Disabling bidirectional communications allows you to print jobs without the error message appearing, but does not solve the bidirectional communications problem. See [Bidirectional Communications Problems](#) to solve these problems.

